Initiative	Implement an Enterprise Service Center
Description	Develop an organization which will function as a single-point of contact for communication of outages, trouble reporting, and order processing.
Support of goal(s)	2. Collaboration: This organization will serve as the central hub for other service centers within the enterprise. 3. Communications: This organization will be responsible for communicating critical information to other areas within the enterprise. 4. Common Solutions: This organization will consolidate management and reporting processes for several agencies within the enterprise. 5. Continuous Improvement: This improves the management process by eliminating redundancy and reducing the aggregate cost. 6. Customer Service: Customer agencies can concentrate on their core processes and services.
Person / agency responsible	Ken Sorenson – DoIT
Other agencies / areas involved	DoIT

Milestones and completion date	Staff Development and Training – on-going
	Hire Staff – 1st Quarter 2005
	Customer Satisfaction meetings
	   - Internal (DoIT) – November 2003 - Complete
	   - External Help Desks – December 2003 - Complete
	   - Customer Contacts – 1st Quarter 2004 - Complete
	Implementation of new tools
	   - Identification of current tool set – October 2003 - Complete
	   - Gap analysis – February 2005
	   - Framework selection – June 2005
	   - Framework implementation – 1st Quarter 2005
	   - Training – 4th Quarter 2005
	   - Customer rollout – 1st Quarter 2006
	Reporting and Metrics
	   - SLAs with internal business units – 1st Quarter 2005
	   - SLAs with external Help Desks – 2nd Quarter 2005
	   - Evaluating existing SLAs with customers – 2nd Quarter 2005
	   - Development new reporting structure - 2nd Quarter 2005
	Process documentation – on-going
	Policy and procedure development – on-going